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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

(CIN: U74899DL2000GOI107739, Website: [www.bsnl.co.in](http://www.bsnl.co.in))

**Reminder-I**

No. BSNL/EB-II/PABX/2016-17/1

Dated: 12.02.2018

To

**Chief General Manager  
ITPC, Pune  
BSNL**

**Subject: Regarding flagging of Business under free PABX in CDR.**

**Ref. This office letter of even no. dated 21.12.2017.**

This is in continuation to this office letter dated 21.12.2017 as referred above on the subject regarding flagging of Business under free PABX in CDR. In order to cater for various management reports that may be required from time to time for adjudging the volume of Enterprise Business being done through Free PABX policy framework and also for streamlining of the revenue share settlement with PABX Franchisees, ITPC was requested for a franchisee wise report on the customers under this scheme but because there being *no Tag or Flag for EPABX Franchisee connections in CRM*, there is always a wider mismatch between the Circle and Franchisee data as being done using non-CDR based tools, hence causing payment issues and huge pendency of the revenue share further causing discouraging of the business partners and in turn reduction of the business potential.

As per the understanding so reached already during the discussions on the subject, ITPC was to go ahead with flagging of this Free PABX business along with linking the respective franchisee for streamlining & calculation of the revenue share payments as per the respective PABX Franchisee agreements under this scheme in coordination with the Circles. Further, necessary detailed instructions is to be formulated and circulated to all the Circles for routine flagging which may also include guidelines for properly utilization of the existing fields of CDR Modules like "Franchisee Code", "Sales Channel" etc.

It is observed that progress is yet to begin at ITPC/Circles and in this regard, necessary compliance to this office is yet to be received and also as there is a requirement of annual review of the PABX Franchisee's PBG as per the clause no. 6 of the "Free PABX "EOI dated 09.12.2016, accordingly, this is a kind reminder for the immediate necessary action under intimation to this office.

**(N. K. Agrawal)  
DGM (EB-II)**

Copy to:

1. CGMs (All Telecom Circles/ Telecom Districts) – for coordinating with ITPC for getting all their Free PABX Customers flagged in CDR and to review franchisee's PBG as mentioned above.
2. GM (IT-CFA) BSNL Corporate Office, New Delhi